

Job Posting

March 4, 2015 – Deadline 12:00 PM March 30, 2015



FTE – 1	Veterans Services Officer	Job Description
Direct Report	Community Services Director	Grade F
Department	Public Services	FLSA Exempt
Division	Community Services	Bargaining Unit Non- Union
Date	February 2015	Location Town Hall

Summary

The Veterans Services Officer (VSO) manages Veterans' Services for the Town of Reading. The VSO works in accordance with the Massachusetts General Laws Chapter 115 and 471, Acts of 1972; as well as 108 CMR, and Rules and Regulations of the US Department of Veterans' Affairs. The VSO is perceptive and discreet in providing administrative and social services including financial benefits, employment assistance, counseling, and a variety of additional services to veterans.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Establish standard operating procedures for the Town of Reading Veteran Services to include adherence to local, state and federal regulations guiding veteran benefit delivery.
2. Create a wide-referral network with government entities and local non-profits to ensure all veterans are efficiently connected with the services they require.
3. Comply with MGL Chapter 115 and 108 CMR procedures for state reimbursement of monies spent on Reading veteran benefits.
4. Visit recipients at home, community settings, hospitals and nursing homes to advise on benefit eligibility and make applications if needed; maintain ongoing knowledge of available benefits and rules defining eligibility; answer public and telephone inquiries regarding benefits and requirements for eligibility.
5. Process received applications for financial aid, medical assistance, food stamps, social security etc.; gather supporting documents reports and statements; evaluate accuracy of content; ensure application conforms to state laws for reimbursement; ascertain alternative sources of aid are utilized if possible.
6. Administer available state and federal veterans' benefits including pensions, compensation, hospitalization, outpatient treatment, education, burial and other benefits available under the General Laws and through Commonwealth Department of Veteran's Services programs.
7. Maintain collaboration with the Department of Veterans' Services and area VSOs on current applications and changes in eligibility requirements.
8. Submit weekly and monthly records and reports to the Commonwealth Department of Veterans' Services as needed.
9. Assist with applications for claims or tax exemptions, annuities and home loans.
10. In cooperation with the state and local veterans' boards, and area military organizations, as well as other local groups, assist with coordinating activities for various veterans' groups including the Memorial Day parade and Veterans Day events.
11. Maintain a supply of US flags and other recognitions for veterans' graves and memorials for proper recognition on veterans' holidays.
12. Assist in the burial and final arrangements of indigent veterans.
13. Assist the Community Services Director and Assistant Town Manager in the preparation of the annual operating budget for the Town Manager; administer approved funds; verify and approve bills payable; prepare bills receivable; prepare reports as needed for the Town Accountant and Treasurer regarding monies from State and Federal sources.



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Peripheral Duties

1. Performs various duties as needed.

Supervisory Responsibility

1. This position has no supervisory responsibilities.

Competencies

Personal Effectiveness	Credibility / Confidentiality	Thoroughness & Attention to Detail
Communication Proficiency	Problem Solving	Networking Capabilities
Technical Expertise/Knowledge	Discernment/Judgment	Organization/Planning

Work Environment

Some work is performed in an office environment. The noise level is usually quiet. Field work is performed at various locations including homes, hospitals, nursing homes, etc. These sites may involve occasional exposure to hazardous conditions, inclement weather mechanical parts, fumes or airborne particles, and toxic or caustic chemicals. Occasionally works in high, precarious places and is exposed to wet and/or humid conditions. Work is frequently performed outside and involves exposure to all weather conditions. The noise level of field work is usually moderate to loud.

Physical Demands

While performing the duties of the job, the employee is occasionally required to stand, walk, use hands to finger, handle, feel, or operate objects, or controls, reach with hands and arms, and operate a motor vehicle. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, crawl, talk, or hear. The position requires the application of manual dexterity in combination with eye-hand coordination for keyboard input, and the operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus for reading material for analytical purposes.

Work Hours

This is a full time position with typical 37.5 hours per week, 8:00AM to 5:30 PM Monday, Wednesday and Thursday, 8:30 AM to 7:00 PM Tuesday with some required availability for after normal hours of operation in the event of a Veterans' holiday or emergency situations.

Minimum Qualifications

1. Honorably Discharged Veteran.
2. Demonstrated knowledge of State and Federal laws pertaining to Veterans' benefits.
3. High School diploma required, Bachelor's Degree in business administration, social work or related field preferred.



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4. Three years of experience in an office or business setting , preferably in the public sector, human services or social service field.
5. Demonstrated experience in planning and implement events preferred.
6. Intermediate knowledge of Microsoft Office Programs including Word, Excel, Internet Explorer, and Outlook
7. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Special Requirements

1. Must possess and maintain a valid State driver's license or have the ability to obtain one prior to employment;
2. Must have a reliable vehicle for use in this position.
3. Ability to be trained as a Veterans' Services Officer within 90 days of hire.
4. Complete a drug and alcohol recognition training program within 90 days of hire.
5. Experience with the Veteran's Administration, Veteran's Upward Bound, and other veterans' related programs.

Additional Knowledge, Skills and Abilities

1. Ability to conduct outreach, plan, negotiate and assume leadership in relations with community and governmental agencies and establish coordinating programs for veterans.
2. Ability to establish effective working relationships with applicants, recipients, other agencies, veterans' families and members of the general public.
3. Ability to work independently and maintain confidentiality and maintain detailed records.
4. Ability to communicate effectively in written and oral form.
5. Ability to counsel veterans and their families compassionately and effectively.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

Signatures

This job description has been approved by all levels of management:

Town Manager: _____ HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____